

PATIENT RIGHTS

PI.1

The organization supports and protects the fundamental human, civil, constitutional, and statutory rights of each patient.

PI.1.1 The organization has in place a mechanism(s) for considering ethical issues that arise in patient care.

PI.1.1.1 Patients, significant others, and staff have access to his mechanism.

PI.2

The organization has written plan or policies and procedures that describe the rights of patients and the means by which these rights are protected and exercised.

PI.2.1 These rights include the following:

PI.2.1.1 each patient has impartial access to treatment, regardless of race, religion, sex, ethnicity, age or handicap;

PI.2.1.2 the personal dignity of each patient is recognized and respected in providing care and treatment;

PI.2.1.3 each patient receives individual treatment, including at least the following:

PI.2.1.3.1 providing adequate and humane services regardless of the sources(s) of financial support,

PI.2.1.3.2 providing services within the least restrictive environment possible,

PI.2.1.3.3 providing an individual treatment plan,

PI.2.1.3.4 reviewing periodically the patient's treatment plan,

PI.2.1.3.5 participating actively with patients over 12 years of age and their parents, relatives, or guardians in planning for treatment, and

PI.2.1.3.6 providing an adequate number of competent, qualified, and experienced professional clinical staff to supervise and implement the treatment plan;

PI.2.1.4 when , in the judgment of a physician, a patient restricted to bed rest or is prohibited access to the outdoors, the physician's order is reviewed at least every there days.

PI.2.1.4.1 Multiply handicapped and nonambulatory patients have planned daily activities and exercise periods.

PI.2.1.5 each patient's personal privacy is assured and protected within the constraints of the individual treatment plan;

PI.2.1.5.1 The patient's family and significant other(s), regardless of their ages, are allowed to visit the patient, unless such visits are clinically contraindicated.

PI.2.1.5.2 Suitable areas are provided for patients to visit in private, unless such privacy is contraindicated by his/her treatment plan.

PI.2.1.5.3 Staff respect a patient's right to privacy by knocking on the door of his/her room before entering.

PI.2.1.5.4 Patients are allowed to send and receive mail without hindrance.

PI.2.1.5.5 Patients are allowed to conduct private telephone conversations with family and friends, unless clinically contraindicated.

PI.2.1.5.6 If therapeutic indications necessitate restrictions on visitors, telephone calls, or other communications, those restrictions are evaluated for therapeutic effectiveness by the clinically responsible staff at least every seven days.

PI.2.1.5.7 If limitations on visitors, telephone calls, or other communications are indicated, such limitations are determined with the participations of the patients and his/her family.

PI.2.1.6 each patient has the right to request the opinion of a consultant at his/her expense or to request an in-house review of the individual treatment plan, as provided in specific procedures of the organization;

PI.2.1.7 the written policies and procedures describe the mechanism by which a patient may request a referral ; and

PI.2.1.8 the written policies and procedures describe how the organization assists in the referral of individuals seeking services that the organization does not provide.

PI.3

Each patient is informed of his/her rights in language he/she understands.

PI.3.1 When people who speak various languages make substantial use of the organization, personnel who speak their languages are available.

PI.3.2 As appropriate, personnel who can communicate with the hearing and/or visually impaired are available.

PI.3.3 Each patient receives a written statement of his/her rights.

PI.3.3.1 Copies of this statement are posted in various areas of the organization.

PI.3.4 When a patient is admitted on court order, the rights and responsibilities of the patient and his /her family or legal guardian are explained.

PI.3.4.1 The explanation of the rights and responsibilities of the patient and his/her family or legal guardian is documented in the clinical record.

PI.4

As appropriate, the patient, the patient's family, or the patient's legal guardian is fully informed.

PI.4.1 Full information is given on the following:

PI.4.1.1 the rights of the patient;

PI.4.1.2 professional staff members responsible for the patient's care, their professional status, and their staff relationship;

PI.4.1.3 nature of care, procedures, and treatment that he/she will receive;

PI.4.1.4 current and future use and disposition of products of special observations and audiovisual techniques, such as one-way vision mirrors, tape recorders, television, movies, or photographs;

PI.4.1.5 risks, side effects, and benefits of all medications and treatment procedures used, especially those that are unusual or experimental;

PI.4.1.6 available alternate treatment procedures;

PI.4.1.7 the right to refuse to participate in any research project without compromising the patient's access to organization services;

PI.4.1.8 the right, to the extent permitted by law, to refuse the specific medications or treatment procedures.

PI.4.1.9 responsibility of the organization, when the patient refuses treatment, to seek appropriate legal alternatives or orders of involuntary treatment, or, in accordance with

professional standards, to terminate the relationship with the patient upon reasonable notice;

PI.4.1.10 as appropriate, the cost, itemized when possible, of services rendered;

PI.4.1.11 the source of the organization's reimbursement and any limitations placed on duration of services;

PI.4.1.12 reasons for any proposed change in the professional staff responsibility for the patient or for any transfer of the patient either within or outside the organization;

PI.4.1.13 the organization's rules and regulations applicable to the patient's conduct;

PI.4.1.14 the right to initiate a complaint or grievance procedure and the appropriate means of requesting a hearing or review of the complaint;

PI.4.1.14.1 Patients and their families or legal guardians have the right to present complaints concerning the quality of care.

PI.4.1.14.2 The organization has a mechanism for receiving and responding to patients and families concerning the quality of care.

PI.4.1.14.3 Each patient or family making a significant complaint receives from the organization a timely response that substantively addresses the complaint.

PI.4.1.14.3.1 The organization informs the patient or family about other sources of assistance, if it has not resolved the complaint to the satisfaction of the patient or family.

PI.4.1.15 discharge plans; and

PI.4.1.16 plans for meeting continuing mental and physical health requirements following discharge.

PI. 5

If resuscitative services may be withheld or life-sustaining treatment withdrawn in some cases, policies and procedures exist on withholding of resuscitative series from patients and forgoing or withdrawing life-sustaining treatment.

PI.5.1 The policies and procedures are developed in consultation with the physicians members of the professional staff, nursing personnel, and other appropriate staff; adopted by the physician members of the professional staff; and approved by the governing body.

PI.5.2 The policies and procedures describe the mechanism for reaching decisions about withholding resuscitative services from individuals patients, forgoing or withdrawing life-sustaining treatment, resolving conflicts in decision-making should they arise, and addressing roles of physician members of the professional staff and when applicable, nursing personnel, other appropriate staff, and family members in the decision.

PI.5.3 The policies and procedures contain provisions designed to assure that patients' rights are respected when decisions are made to withhold resuscitative services or forgo or withdraw life-sustaining treatment.

PI.5.4 The policies and procedures include a requirement that appropriate orders be written by the physician primarily responsible for the patient and that documentation be made in his/her clinical record if resuscitative services are to be withheld or life-sustaining treatment withdrawn.

PI.6

Written policies and procedures on patient neglect and abuse are given to all personnel and are made available to others on request

PI.6.1 The policies and procedures on patient neglect and abuse are given to all personnel and are made available to others on request.

PI.6.2 Any alleged violations of these policies and procedures are investigated, and the results of such investigations are reviewed and approved by the chief executive officer and reported to the governing body.

PI.7

Pastoral services are available in accordance with patient needs.

PI.7.1 When pastoral services are provided by the facility'

PI.7.1.1 written policies and procedures govern the service's operation; and

PI.7.1.2 the organization's pastoral service director is qualified for hi/her position by education, training, and/or experience.

PI.7.2 Each patient has access to pastoral services that may be provided directly by the organization or through a working relationship with local clergy.

PI.7.2.1 These series include pastoral care, religious consultation, and education.

PI.8

In accordance with the requirements of any applicable law or any other applicable standard in this manual, a written, dated, and signed informed consent form is obtained from the patient, the patient's family, or his/her legal guardian, as appropriate, for

PI.8.1 participation in any research project;

PI.8.2 surgical procedures;

PI.8.3 electroconvulsive therapy;

PI.8.4 unusual medications;

PI.8.5 hazardous assessment procedures;

PI.8.6 use of audiovisual equipment; and

PI.8.7 other procedures where consent is required by law.

PI.9

Maintaining confidentiality between patients and staff and of all information recorded in clinical records is the responsibility of all staff. (Refer to the "Clinical Records Management" chapter of this manual.)

PI.9.1 The organization provides continuing training for all staff and specific orientation for all new personnel in the principles of confidentiality and privacy.

PI.10

The patient is allowed to work for the service provider only under certain conditions.

PI.10.1 These conditions include the following:

PI.10.1.1 any wages paid to patients engaged in vocational training or who work within the program are in accordance with applicable law and regulation;

PI.10.1.2 the work is part of the individual's treatment plan; and

PI.10.1.3 the work is performed voluntarily.

PI.10.2 A patient may be required to perform personal housekeeping tasks without compensation.